



PROTECT PROFIT AND PROOF WITH LINKEYE

Empowering MSPs to Deliver Predictive SD-WAN Assurance

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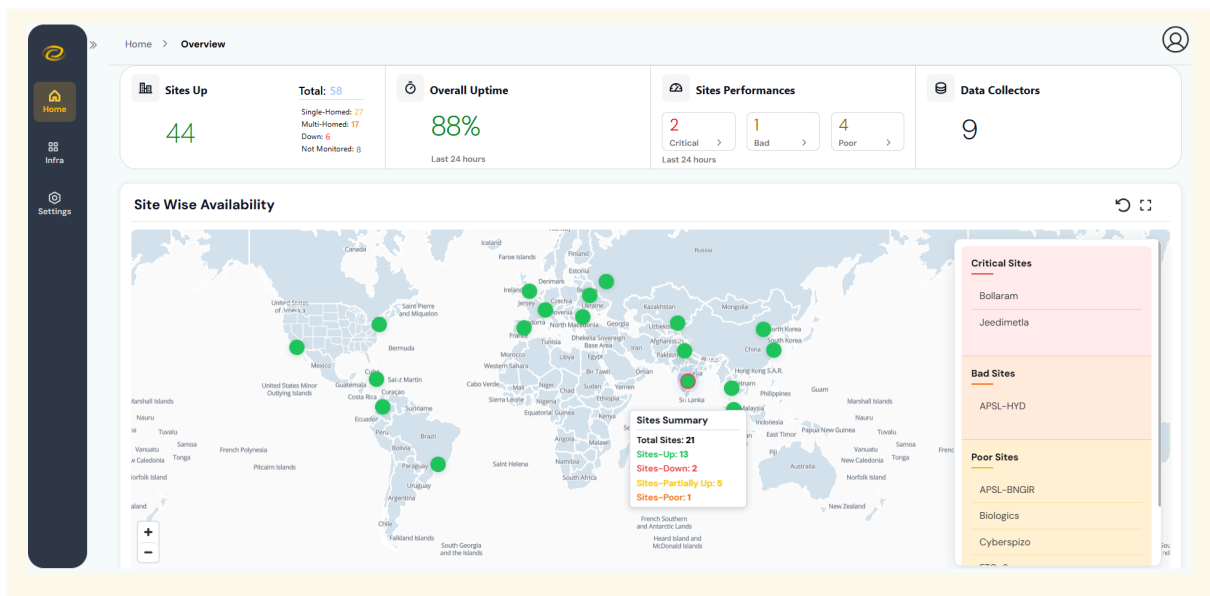
Empowering MSPs to Deliver Predictive SD-WAN Assurance

EXECUTIVE SUMMARY

Managed Service Providers (MSPs) today sit at the crossroads of connectivity, performance, and customer experience. Delivering high-availability SD-WAN services to multiple enterprise clients demands not just resilient infrastructure, but continuous assurance.

Yet complexity scales faster than visibility. While SD-WAN simplifies delivery, it multiplies dependencies across vendors, carriers, and domains, generating more data but less certainty.

LinkEye adds a unified, intelligent assurance layer to existing SD-WAN platforms, giving MSPs real-time visibility, automated correlation, and compliance validation across all clients and domains, reducing MTTR, improving SLA accuracy, and strengthening customer trust in network performance at scale.



CHALLENGES

MSPs spend more time proving performance than improving it:

1. **Fragmented visibility** across multi-vendor SD-WAN platforms.
2. **SD-WAN visibility lacks** contextual insight into **site composition** and **link distribution**, limiting understanding of overall network state.
3. **Reactive troubleshooting** across domains **keeps MTTR high** and complicates root cause identification.
4. **ISP ticket handling remains manual** and fragmented, burdening NOC teams.
5. **Lack of visibility into network performance** erodes customer trust, making them **question service quality**.
6. **User Experience** across SD-WAN fabric is **unmonitored**, leaving a major **gap in performance perception**.
7. **SLA breaches** with ISPs are hard to validate **without evidence** to enforce performance guarantees.

SOLUTIONS

Unified Multi-Tenant Visibility Across Vendors

Provides a unified view of all customer environments, link statuses, and SD-WAN vendors to manage multi-tenant networks.

Link Performance Overview

Total Links	Good Links	Down Links	Poor Links	Flapping Links	Paused Links	Not-Monitored Links
328	323	4	1	0	0	0

LOCATION	SSH PORT STATUS	SSH AUTH STATUS	SNMP PORT STATUS	SNMP AUTH STATUS	DEVICE TYPE	DEVICE VENDOR
	Active	Active	Active	Active	SD-WAN	SilverPeak
	Active	Active	Active	Active	SD-WAN	SilverPeak
	Active	Inactive	Active	Active	Firewall	Fortinet
	Active	Active	Active	Active	Firewall	Fortinet
	Inactive	Inactive	Active	Active	SD-WAN	Cisco Meraki
	Inactive	Inactive	Active	Active	SD-WAN	Cisco Meraki

Multi-Vendor Visibility

Context-Aware Network Performance Visibility

Provides contextual insights into site performance by distinguishing single- and multi-homed sites and correlating link health and uptime to reveal service impact.

Overview

Site groups: Select groups | Business units: All

Site Connectivity Stats Sites Up: 133 Total: 135 Single-Homed: 19 Multi-Homed: 114 Down: 0 Not Monitored: 1	Overall Uptime 99.68% Last 24 hours	Sites Performance Summary Sites Performances: Critical: 0 Bad: 8 Poor: 7 Last 24 hours	Data Collectors 21
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“We no longer need multiple tools to monitor our vendors—Linkeye unified everything.”

— Clara Schmidt, Head of Infrastructure, Germany

SOLUTIONS

AI-Powered Troubleshooting and Root Cause Analysis

Unifies multi-vendor telemetry and uses AI-driven correlation to surface issues in seconds, reduce MTTR, and automate NOC engineering workflows.

The dashboard displays network link health with four key metrics: Total Links (14), Down Links (7), Poor Links (3), and Flapping Links (4). Below these are filters for Down, Poor, and Flapping links. A table titled 'TOTAL ENTRIES 7' lists link details including SLIC IP, Default Gateway, Down Time, Co-Pilot Summary, and Insights. A callout box labeled 'Co-Pilot Summary' highlights the text: 'All appears well at the Customer End, suggesting the problem resides in the middle mile rather than the last mile. Please reach out to the service provider for resolution.' To the right, a 'Co-Pilot Insights' panel lists various reachability checks, such as 'PE-IP is reachable' and 'Internet is NOT reachable from Customer Equipment (CE)'. A callout box labeled 'Root Cause Analysis' points to the RCA text in the table: 'RCA: All appears well at the Customer End, suggesting the problem resides in the middle mile rather than the last mile.'

Automated ISP Ticketing and Escalation Management

Streamlines manual carrier handling by auto-creating, tracking, and resolving ISP tickets with embedded SLA context, eliminating manual work.

The screenshot shows the 'Email Settings' configuration page. A callout box labeled 'Auto-Ticketing' highlights the 'Send to Link Vendor Email' checkbox, which is checked. Below this, there are fields for 'CC Emails Here...', 'BCC Emails Here...', and 'Reply to Emails Here...'. To the right, the 'Edit a Site' configuration page is shown, featuring three sections for 'Level-1 Escalation Details (Optional)', 'Level-2 Escalation Details (Optional)', and 'Level-3 Escalation Details (Optional)'. Each section includes fields for Name, Email, Contact, and Threshold (in minutes). A callout box labeled 'Escalation Management' points to the 'Edit Site' button at the bottom of the escalation settings.

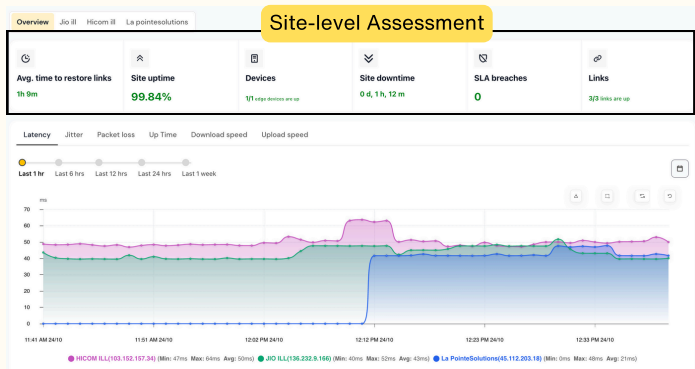


“I can’t imagine going back to our old tools. Linkeye’s RCA is unmatched.”
– Ben Foster, Technical Services Manager

SOLUTIONS

Customer-Facing Self-Service Portal

Provides customers with visibility into infrastructure performance for rapid evaluation, SLA verification, and informed troubleshooting.



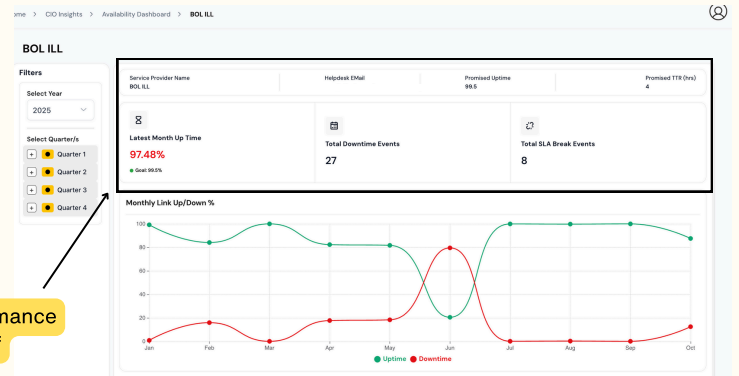
Provider Performance Accountability and SLA Management

Tracks provider performance in real time with detailed visibility into uptime-downtime events and SLA breaches, turning contractual metrics into actionable performance insight.

TOTAL ENTRIES 46

SI No	WAN IP	CIRCUIT ID	UP TIME STAMP	DOWN TIME STAMP	SLA BREAK	TOTAL DOWNTIME (IN D.H.M.S)	LOCATION NAME
1		90-12-01-368	6:46 PM, 08/10/25	12:42 PM, 08/10/25	Yes	0d, 6h, 3m, 48s	C
2		90-12-01-368	6:46 PM, 08/10/25	12:42 PM, 08/10/25	Yes	0d, 6h, 3m, 48s	C
3		90-12-01-368	6:46 PM, 08/10/25	12:42 PM, 08/10/25	Yes	0d, 6h, 3m, 48s	C
4		90-12-01-368	6:05 PM, 05/10/25	5:58 PM, 05/10/25	No	0d, 0h, 7m, 1s	C
5		90-12-01-368	6:05 PM, 05/10/25	5:58 PM, 05/10/25	No	0d, 0h, 7m, 1s	C
6		90-12-01-368	6:05 PM, 05/10/25	5:58 PM, 05/10/25	No	0d, 0h, 7m, 1s	C

ISP Performance Proof



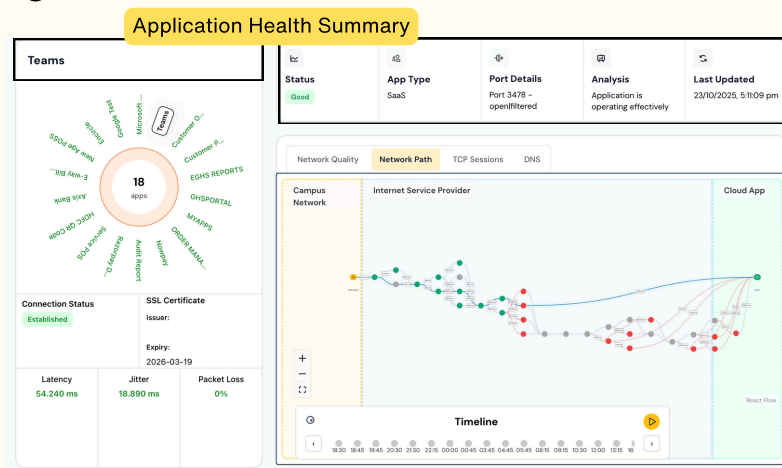
“SLA compliance reporting is effortless now. Linkeye’s insights gave us leverage with providers.”

— Stefan Novak, Service Delivery Lead, Austr

SOLUTIONS

End-User Experience Monitoring

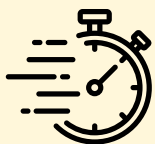
Measures internal and external application performance, DNS resolution, and tracepath behavior across SD-WAN fabric, delivering full-stack visibility into user experience from edge to cloud.



THE LINKEYE ADVANTAGE

MSPs operate in environments where uptime and accountability define success. LinkEye provides the intelligence and automation necessary to deliver those outcomes consistently.

By integrating LinkEye, managed SD-WAN services gain operational transparency, faster fault resolution, and built-in compliance, ensuring network performance remains measurable, reliable, and assured at scale.



**MTTR in
< 30 seconds**



**90% SLA Breach
Detection Accuracy**



**User-app faults
isolated 5x faster**